

Understanding Your Blackboard Team: An Insider's Guide to Bb!



Blackboard
Educate. Innovate. Everywhere.

Who do I go to for what at Blackboard?



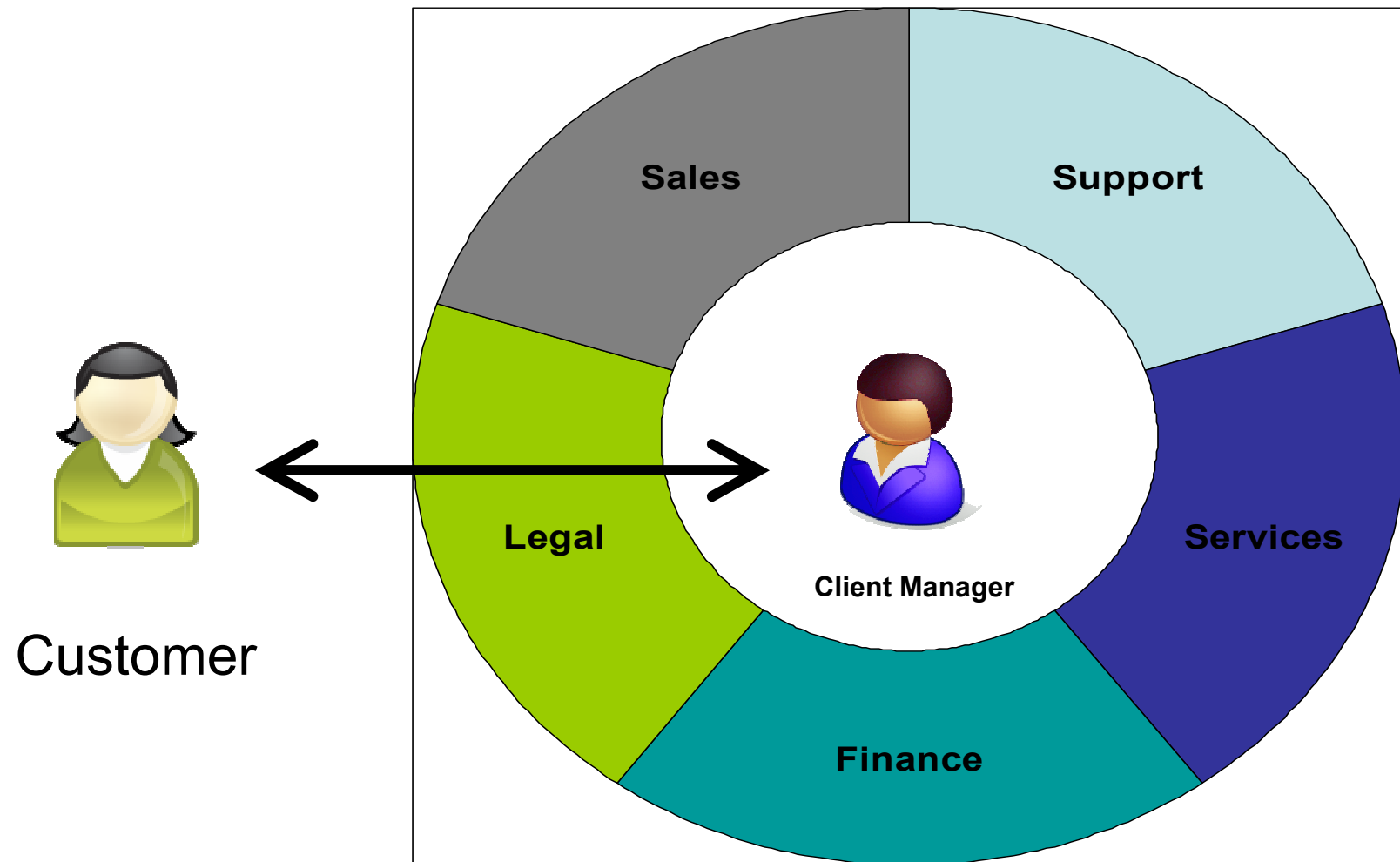
Who comprises my Blackboard Team?

- ✓ Client Manager
- ✓ Regional Sales Manager
- ✓ Technical Support Manager
- ✓ Client Operations

Client Manager Responsibilities

- ✓ **Renewals- we are your primary point of contact for your renewal paperwork and any related questions**
- ✓ **Contract and Finance Questions/Concerns**
- ✓ **Internal Client Advocate**

Your Client Manager



Client Manager Responsibilities Continued..

✓ Product and Service Information

- Feel free to reach out to your RSM directly, but we are here to help too!
- Product upgrades (ie. CE to Vista, Basic to Enterprise)
- Additional products
 - Community System
 - Content System
 - Outcomes System
- Hosting Services/ASP
- Training
 - Onsite, Online, Regional and Materials Licensing
- Consulting Services
 - Integration, Customizations, Implementation and Planning

Regional Sales Manager Responsibilities

- ✓ The RSM is your strategic advisor on long term e-learning goals, planning and strategy.
- ✓ Your RSM is on the road 90% of the time, so you will have most face-to-face interaction with him or her.
 - Client Manager is almost always in the office, feel free to contact me if you have questions and are unsure of who to talk to.
 - Renewal queries are most appropriately directed to your CM

Technical Sales Manager/Support Manager

- ✓ First point of contact for all technical related questions
- ✓ Behind the Blackboard and Phone Support Line
- ✓ TSM will work with Client Manager and RSM as necessary
 - Identify possible service engagements
 - Issues with license keys
 - Insight into client system setup and expertise
- ✓ Support Managers
 - Team Leads for Blackboard and WebCT legacy clients, as well as for ASP hosted clients
 - supportmangers@blackboard.com

Client Operations Responsibilities

- ✓ Generate all renewal related paperwork
- ✓ Maintain client contact information
 - Behind the Blackboard Access
 - Primary, Billing and System Administrator Contacts
- ✓ License Key Generation
- ✓ Renewal Date Realignments

Blackboard Team Contact Information

- ✓ **Client Manager**
 - Sonia Martin
 - 877-932-2863 x1065
 - smartin@blackboard.com
- ✓ **Regional Sales Manager**
 - ***Rolf Nygaard (CA, HI & NV)***
 - Office: 949-363-8367
 - Cell: 949-606-5434
 - rnygaard@blackboard.com
 - ***Jean Miller-Aikens (AK, WA & BC)***
 - Office: 206-232-183
 - Cell: 206-697-2130
 - jaikens@blackboard.com
- ✓ **Client Operations**
 - clientoperations@blackboard.com
- ✓ **Support**
 - Behind.blackboard.com
 - Support Line: 1-888-788-5264
 - supportmanagers@blackboard.com